

**IN THE CLAIMS**

All pending claims have been canceled.

New claims 47-58 have been added.

02950.P012D

~~56~~  
~~Rule 11.2b~~  
Please add the following new claims.

~~30~~  
~~47.~~ (New) A method of processing a telephone call from a caller, the method including:  
  
receiving the telephone call;  
  
identifying a telephone number associated with the received telephone call;  
  
retrieving information about the caller based on the identified telephone number;  
  
generating a web page containing the retrieved information, wherein the web page has an associated identifier; and  
  
transmitting the identifier associated with the web page to an agent selected to answer the received telephone call.

~~30~~  
~~48.~~ (New) The method of claim ~~47~~ including displaying the web page to the selected agent.

~~31~~  
~~49.~~ (New) The method of claim ~~47~~ including establishing a connection between the caller and the selected agent.

~~32~~  
~~50.~~ (New) The method of claim ~~47~~ wherein the identifier associated with the web page is the uniform resource locator (URL) of the web page.

*33*  
51. (New) The method of claim *37* including selecting the agent to answer the received telephone call before transmitting the identifier associated with the web page.

*34*  
52. (New) The method of claim *51* wherein the agent is selected based on the retrieved information about the caller.

*35*  
53. (New) A system for processing a telephone call from a caller, the system including:

a receiving mechanism to receive the telephone;

an identification mechanism to identify a telephone number associated with the received telephone call;

a retrieval mechanism to retrieve information about the caller based on the identified telephone number;

a web page generating mechanism to generate a web page containing the retrieved information, wherein the web page has an associated identifier; and

a transmission mechanism to transmit the identifier associated with the web page to an agent selected to answer the received telephone call.

*36*  
54. (New) A system as claimed in claim *53* including a display mechanism for displaying the web page to the selected agent.

*37*  
55. (New) A system as claimed in claim *58* including a connection device to establish a connection between the caller and the selected agent.

*38*  
56. (New) A system as claimed in claim *53* including a selection mechanism to select the agent to answer the call.

*39*  
57. (New) A system as claimed in claim *56* wherein the selection mechanism selects the agent based on the retrieved information about the caller.

*40*  
58. (New) A machine-readable medium having stored thereon a sequence of instructions that, when executed by a machine, causes the machine to:

receive a telephone call from a caller;

identify a telephone number associated with the received telephone call;

retrieve information about the caller based on the identified telephone number;

generate a web page containing the retrieved information, wherein the web page has an associated identifier; and

transmit the identifier associated with the web page to an agent selected to answer the received telephone call.